

EEO/HRO Interview Course Overview

Course Overview

Selecting Official Responsibilities

Understanding Announcements

The Two Part Process -

Applications/Interviews

Developing Your Matrix -

Application/Interview

Scoring Applications

Conducting Interview

Merit Placement Package Return Procedures

Selecting Official Responsibilities

- Develop Current KSA's
- Develop a Defendable Matrix
- Use a Qualified Panel
- Treat every Candidate exactly the same
- Ensure that candidate is compatible prior to placement
- BE FAIR AND EQUITABLE TO ALL

Understanding Announcements

- Advise each potential Applicant to carefully read the announcement front and BACK
- Advise each candidate to include all required forms
- Advise potential Applicants to prepare for the interview by reviewing technical material, PD etc...

Understanding Announcements

● Header Information

NATIONAL GUARD OF ARIZONA

HUMAN RESOURCE OFFICE

5636 East McDowell Road, Phoenix, AZ 85008-3495

PHONE (602) 267-2783; DSN 853-2783; FAX (602) 267-2782

WEBSITE: www.azng.com/hro

EXCEPTED

TECHNICIAN VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER: 00-001T DATE: 15 DECEMBER 1999 CLOSING DATE: *OPEN**

Understanding Announcements

● Position Information

POSITION TITLE, SERIES, GRADE, AND POSITION NUMBER:

POWERED SUPPORT SYSTEMS MECHANIC, WG-5378-05/08, TC09112009

APPOINTMENT FACTORS: OFFICER () WARRANT OFFICER () ENLISTED (X)

SALARY RANGE: WG-05 \$12.08-14.08

WG-08-\$14.32 - \$16.72

SUPERVISORY () MANAGERIAL ()

NON-SUPERVISORY/NON-MANAGERIAL (X)

LOCATION OF POSITION:

162nd FIGHTER WING, TUCSON, ARIZONA

Understanding Announcements

● Area of Consideration

This position is in the Federal/Excepted Civil Service and is **open to current members of the 162nd Fighter Wing, Tucson, Arizona**. Individual selected will receive an Indefinite appointment and may be converted to permanent status based on unit vacancies/funding. If a current permanent Technician is selected they will remain in that status. Acceptance of a Permanent Federal Excepted technician position will cause termination from the Selected Reserve Incentive Program (BONUS). Individual selected will be required to take a pre-employment medical screening which will be paid for by the Agency. **PCS funds are not authorized.**

Understanding Announcements

● Conditions of Employment/Notes

NOTE: *** This announcement will automatically be cancelled on **31 December 2000**. Applicants must apply on or before that date to be considered.

NOTE: Selection from this announcement may be in support of an ANG reimbursable program with limited funding/duration (current funding NTE: 9/30/00 and may be extended).

NOTE: Individual must possess a valid Arizona State Driver's license and have the ability to obtain a Government Motor Vehicle Operator's license.

NOTE: Individual must have normal color vision.

NOTE: Selectee must possess or be able to obtain a SECRET security clearance.

Understanding Announcements

● National Guard Requirements/Promotion Potential

NATIONAL GUARD REQUIREMENTS: Excepted employees must wear the uniform prescribed by the Adjutant General. Acceptance of the position constitutes concurrence with this requirement. Once the selection is made, the candidate(s) must be a member of the Arizona (AIR) National Guard (162nd FW), qualify for and be placed in the following compatible AFSC/MOS/AOC: 2A6XX

Acceptance of this position requires participation in the Direct Deposit/Electronic Funds Transfer Program.

KNOWN PROMOTION POTENTIAL: WG-10, Individual selected may be promoted upon recommendation from management and upon meeting 18 months Specialized Experience.

Understanding Announcements

● KSA's (No less than 4 no more than 10)

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED FOR SUCCESSFUL PERFORMANCE IN THIS POSITION:

Each applicant should fully justify on their application how they meet each KSA listed below using AZNG Form 335-2-R to reference the justification.

1. Experience in the repair of gas turbine engines, diesel engines, portable air compressors and AC/DC generators.
2. Ability to interpret technical orders, inspection work cards, blueprints, wiring diagrams and schematic diagrams.
3. Working knowledge of hydraulic, electronic, electrical, air conditioning and heater components and principles as applicable to powered support equipment.
4. Ability to operate and troubleshoot a variety of powered support equipment utilizing various test equipment such as digital multimeters, turbine engine analyzers, freon leak detectors and load banks.
5. Knowledge of preventive maintenance, marking, reflectorization and corrosion control practices for powered and non-powered aerospace ground equipment such as aircraft jacks and maintenance stands.
6. Experience utilizing of CAMS, SBSS, MS Word and Excel, as well as equipment status and maintenance forms documentation.

Understanding Announcements

● Application Instructions

INSTRUCTIONS FOR APPLYING: Individuals who meet the basic qualification requirements (General and Specialized Experience) may apply. Individuals applying for Excepted Technician positions may submit Optional Form 612 (Optional Application for Federal Employment) , or a Resume. Whatever form of application that is chosen it must contain the Announcement Number, Title and Grade(s) of the job being applied for. Personal information must include full name and address (including ZIP Code), Day and evening phone numbers (with area code), Social Security Number, Country of citizenship and Highest Federal civilian grade held (also include job series and dates held). Education information must include; High School Name, city and State and dates of diploma or GED, Colleges or Universities Name, city and State, Majors type and years of any degrees received, and total semester or quarter hours earned (if no degree show total credits earned and indicate whether semester or quarter hours). Work experience information should be limited to either paid or nonpaid experience directly related to the position that the individual is applying for and must include; Job Title, Duties and accomplishments, Employers name and address, Supervisors name and phone number, starting and ending dates, hours per week and salary. In addition to the above described information all applications should include AZNG Forms 335-1-R (Military Brief), 335-2-R (Knowledge, Skill and Ability Supplement and 335-4-R (Applicant Research Questionnaire). Applications will be accepted without the AZNG Forms. However, applications may not receive an adequate evaluation if these forms are not submitted. Applications must arrive in the HRO Office by close of business on closing date shown on announcement. All applicants must be citizens (or owe allegiance to the U.S.). Applications submitted in postage paid federal envelopes or by government fax machines is a violation of federal law and will not be accepted. For further information call 267-2783 or DSN 853-2783.

Understanding Announcements

● Legal Statements

EQUAL OPPORTUNITY: The Arizona National Guard is an Equal Opportunity Employer.

Selection for this position will be made without regard to race, religion, age, national origin, sex, political affiliation, marital status, membership or nonmembership in an employee organization or any other non-merit factor.

MINIMUM QUALIFICATION REQUIREMENTS: Each applicant must fully substantiate on their application how they meet the requirements listed below in the Specialized Experience area; otherwise applicant will be considered unqualified for this position.

Understanding Announcements

● Specialized Experience

SPECIALIZED EXPERIENCE: **WG-08** must have 12 months and; **WG-05** must have 6 months experience in repairing, rebuilding, and overhauling systems and major components of powered support systems; experience in diagnosing malfunctions and determining remedy where complex relationships exist among different powered support systems, requiring knowledge of systems with possible damage to equipment if incorrectly handled; experience in making mechanical repairs that required the use of precision measuring equipment, common handtools and test equipment such as wrenches, screwdrivers, flow meter panels, oscilloscopes, etc.; experience in using complex diagnostic and testing equipment such as multi-meters, turbine engine and analyzers, leak detectors, ohmmeters and load banks. Individual must have experience which demonstrates the ability to interpret technical manuals, specifications, publications, and blueprints

Understanding Announcements

● Brief Job Description

This position is located in the Aerospace Ground Equipment Section at ANG Flying Activities and mission support units. The primary purpose of this position is to accomplish maintenance on electronically controlled powered support equipment containing highly complex digital devices and integrated circuits; responsible for the accurate interpretation of numerous manufacturer drawings, specifications, operating instructions, and test procedures, to troubleshoot, calibrate, align and repair a variety of highly complex pieces of powered support equipment. This includes identifying, repairing or replacing numerous electronic (both digital and analog) components. Performs inspections, preventive maintenance, servicing, repair, and adjustments on complex rotary diesel engines. Must independently determine work sequences, specifications, and special procedures to be used to fault-isolate and repair unusual problems in various pieces of powered support equipment. Performs intermediate-level maintenance on powered support equipment and non-powered AGE. This includes working on cryogenic equipment, engine and generator changes, removing, repairing, and overhauling of accessories, and rebuilding of units. Troubleshoots, repairs, overhauls, modifies and operates aerospace ground equipment such as AC and DC power generators, various types of internal combustion engines, air compressors, blowers, etc.

SELECTING SUPERVISOR: MSgt John Q. Public

Two Part Process

- Consist of the application and a interview.
- Keep in mind staffers send only minimally qualified candidates forward for interview.
- Register Challenges must be done prior to the interview.
- Application scoring and Interview scoring are scored equally.
- Both portions of this process are of equal point value. (or as close as possible with explanation)

Applications

- Candidates may use an SF-171, OF-612 or a Resume as long as all required information is provided.
- All current announcements and forms including the AZNG forms are available on the AZNG web site.
- WWW.AZNG.COM/HRO

Developing A Matrix

- **Matrixes must have both an application and interview scoring area.**

Example: Total Application Score - 80 points.

 Total Interview Score - 80 points.

- **Each application/interview evaluation area and question must be of equal point value.**

Example: Application Evaluation Areas - 10 points each

 Interview Questions - 10 points each

- **Keep in mind it is not a perfect world and there may be some variances with sound reasoning and written justification.**

Application Matrix

- All applications and supporting documentation must be evaluated and scored at face value.
- Credit must be given for education and training for both military and civilian.
- Credit must be given for job related experience both military and civilian time frames.
- Credit must be given for the quality of job related experience using time and job related evaluation criteria.
- Credit may be given for completeness of application.
- Application may only be scored for appearance and grammar if a KSA on the announcement states that a individual must have the ability to communicate both written and oral.

Application Matrix

- Example of matrix header information:

**TECHNICIAN/AGR ANNOUNCEMENT NUMBER 00-???T/00-???A
APPLICATION/INTERVIEW MATRIX**

Applicant's Name: _____

Position Title: Production Controller (ACFT)

Interview Date: _____

Position Number: TC50018000

Application Score:

Series/Grade: GS-1152-06

Interview Score:

MAX AGR Grade: E-6, TSgt

Total Score:

Evaluator's Name: _____

Evaluator's Signature: _____

Application Matrix

- Education evaluations should be based on the actual position.
- Example of civilian education evaluation:
(keep in mind this is a WG-06 positions)

Bad example

1. Civilian Education:

Bachelor's Degree	10 Points
CCAF/Associates Degree	6 Points
Some College Credits	4 Points
High School/GED	2 Points

Application Matrix

● Civilian Education Continued.

Good example

1. Civilian Education: Maximum Points Available 10

AA degree in related field (business, product management, logistics)	10 Points
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AA degree in any field	8 Points
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College (30+ hours)	6 Points
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College (less than 30 hours)	4 Points
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Civilian related courses (forklift safety, inventory techniques, shipping methods, storage systems) each course worth one point each	4 Points
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Total Points _____

Notes/Comments: (other courses or formal training not specifically listed above may be awarded points with justification)

Application Matrix

● Military Education:

Bad Example

Military Education:

SNCOA In-residence	10 Points
SNCOA Correspondence	8 Points
NCOA In-residence	6 Points
NCOA Correspondence	4 Points
ALS In-residence	2 Points
ALS Correspondence	1 Point

Application Matrix

● Military Education continued:

Good Example

Military Education: Maximum Point Value 10

7 Level AFSC in ?????? Awarded	4 Points
5 Level AFSC in ?????? Awarded	3 Points
3 Level AFSC in ?????? Awarded	2 Points
Position Related Training (forklift safety, inventory techniques, shipping methods, storage systems) each course worth one point each	4 Points

Total Points _____

Notes/Comments: (other courses or formal training not specifically listed above may be awarded points with justification)

Application Matrix

● Civilian Experience:

Civilian Experience: Experience must be in warehousing, inventory management, stock management, material expediting or material handling and distribution)

Maximum point vale -10

10 - 8 years experience	10 Points
7 - 6 years experience	8 Points
5 - 4 years experience	6 Points
3 - 2 years experience	4 Points
2 - 1 years experience	2 Points

- This is your position and your matrix. Keep in mind what you think the proper point values and rating criteria may be.

Application Matrix

● Military Experience:

Military Experience: (Inventory management, warehouse management, stock control, equipment management, materiel control and Customer Support Center Clerk)

Maximum point vale -10

10 - 8 years experience	10 Points
7 - 6 years experience	8 Points
5 - 4 years experience	6 Points
3 - 2 years experience	4 Points
2 - 1 years experience	2 Points

- This is your position and your matrix. Keep in mind what you think the proper point values and rating criteria may be.

Application Matrix

- Quality of Experience - Civilian

Civilian Experience:

8 to 10 years experience that demonstrate applicant's ability to communicate written and orally, deal with others, function within a supply and material control work environment, experience that demonstrates the applicants abilities in inventory management.

10 Points

5 to 7 years experience that demonstrate applicant's ability to communicate written and orally, deal with others, function within a supply and material control work environment, experience that demonstrates the applicants abilities in inventory management.

6 Points

3 to 4 years experience that demonstrate applicant's ability to communicate written and orally, deal with others, function within a supply and material control work environment, experience that demonstrates the applicants abilities in inventory management.

2 Points

NOTES/COMMENTS

- Again keep in mind it is you matrix and your criteria.

Application Matrix

● Quality of Experience - Military

Military Experience:

10+ years experience of inventory management/material management.	10 Points
9 to 7 years experience of inventory management/material management.	8 Points
6 to 4 years experience of inventory management/material management.	6 Points
3 or less years experience of inventory management/material management.	4 Points

NOTES/COMMENTS

- Again keep in mind it is you matrix and your criteria.

Application Matrix

● Other Areas that Can be rated in this portion of the matrix

Condition of Application:

Neatness	Grammar	Relevant
Typed	Spelling	Organization
Word Usage	Sentence Structure	Comprehensive
Other_____		

(Circle those areas that apply and total points--one point for each area. Maximum points 10.)

Total Points Awarded

Communication Skills:

Eye Contact	Word Usage	Body Language
Volume	Organization of Thoughts	Hand Gestures
Voice Inflection	Poise	Pitch of Voice
Other_____		

(Circle those areas that apply and total points--one point for each area. Maximum points 10.)

Total Points Awarded

Application Matrix

- Other areas continued:
- Military Appearance may be rated. However, all applicants must be informed that it will be rated and what uniform they are to wear at the time that an interview is scheduled.

Military Appearance:

Individual is in complete compliance with ANGI 36-2903	10 Points
Individual has minor violations IAW ANGI 36-2903	6 Points
Individual has major violations IAW ANGI 36-2903	2 Points

NOTES/COMMENTS: (Any uniform wear violations must be noted below)

Developing Your Interview Matrix

- Use only job related interview questions
- Construct questions from the position description, KSA's, brief job description and technical career field knowledge
- Questions must have a desired responses with assigned point values
- All questions must be of equal point value

Developing Your Interview Matrix

- Do not use situational questions
- Do not ask test questions or give test
- Ask open ended questions

Developing Your Interview Matrix

● Example Questions:

BAD EXAMPLE:

1. Coordination among maintenance functions is part of the position, what experience do you have in coordinating work operations?

3131

Very experienced

Some experience

Limited experience

1 2 3 4 5 6 7 8 9 10

Total points Awarded

Developing Your Interview Matrix

● Example Questions:

1. Coordination among outside customers is an important function of this position, what experience do you have in coordinating operations that require the support and cooperation of a supply related function and an outside customer?

Very experienced (daily, to include special projects)

10 Points

Some experience (monthly)

6 Points

Limited experience (quarterly)

4 Points

Little experience (BI-annually)

Other (Explain points awarded in Notes/Comments Area)

Total Points _____

NOTES/COMMENTS

Developing Your Interview Matrix

● Example Questions:

Q - Have You ever monitored supply transactions? (Poor closed ended question)

Q - This position requires that you monitor maintenance and supply transactions on a day-to-day basis. Explain your experience and the methods you have used in order to monitor transactions.

(this is an example of a open ended question that requires the applicant to expound upon their experience).

Q - Can you work rotating night shifts? Do not ask

Q - Can you go TDY? Do not ask

Scoring Applications

- All board members must evaluate and score each candidates application
- Use the interview process to augment the information provided on the application If Necessary re-score the appropriate areas on the application after interview. Be sure to give a justification for changing the score.

Conducting The Interview

- All candidates must receive the same exact set up and treatment.
- Cover conditions of employment first
- Schedule the same amount of time for each interview
- Same interviewers for each candidates
- Same questions/order asked by the same interviewer

Conducting The Interview

- Interview in a interruption free environment
- Treat each candidate as an individual
- Provide a good first impression
- Listen properly to each candidate
- Do not argue
- Do not make any promises
- Limit note taking
- Limit yourself to only questions no comments
- Be fair and equitable to all (no halos)

Placement Procedures

- Review entire package for completeness
- Copy documents you wish to keep for your file
- Do not copy applications as they are protected by the PA 1974
- Return entire package containing the Original documents to the HRO
- Include select/non-select letters

HRO/EEO Interview Course

- All Candidates certified by the HRO as being qualified will receive and interview. **This is TAG policy**
- Ensure your package and selection is defensible
- **BE FAIR AN EQUITABLE TO ALL CANDIDATES**